

AGENCY AND DIVISION WEBSITES

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The agency and each division rely heavily on the Internet and their web presence to provide information and services to customers and citizens. Each division has a separate website which contains information and services relating to the mission of the division, licensing renewal information, links to sites providing services and information, applicable laws, rules and regulations, resource materials, general and specific information, press releases and new information, and contact information. In many instances this information exists only in an electronic, web based, form and is not replicated in printed matter.

The hours of support required for Agency and Division Websites are listed below.

Application	Support Hours	Days of Week
Agency and Division Websites - Application	8:00 a.m. - 5:00 p.m.	Monday - Friday, except for legal holidays
Agency and division Websites - Network and Hosting	24 hours each day	7 days per week, 365 days per year

Agency and division websites require 24x7x365 access and network support as customers of the agency reside around the world, and must be able to query data and submit information at any time.

Product Features and Descriptions

Feature	Description
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Product Description

Creative Services	Creative services to design and develop efficient and effective web pages
Collaborate Training and Support	Support and training in the use of collaborative software for development of content at the division level.
Third-Party Interface	Interface with third party providers of electronic services used by the divisions for distribution of materials, training, licensing, renewals, etc
Interface with State Contractor	Interface with state contractors of web services and products for posting and coordination of electronic services used by the divisions to provide services, etc.
Upgrades for Performance	Timely upgrades to software and services for peak performance
First Line Support	Business day support of user requests for configuration, troubleshooting, responding to needs of division and agency in posting data and providing information.
Proactive Problem Solving	Proactive identification of problems and processes with suggestions for improvement.
Versioning and Licensing	Current supported product versions, patches, license compliance and vendor support of hosting products.
Diagnostic Tools and Problem Resolution	Use of state of the art diagnostic tools to enhance performance and problem resolution.
Security Monitoring and Compliance	Security monitoring using available tools to ensure appropriate and complete security

Features Not Included

Feature	Explanation
Application Programming Services	Application programming services which are available through another DTS product offering or third party providers. Assistance with application specific diagnostics,
Related DTS Services available on time and materials basis.	Assistance Available per DTS listing.
Coordination with Third-Party providers	Coordinate with third party providers for services or functions under approved statement of work or other contractual agreement and as required by the agency. This includes the exchange of information and data as stipulated.

Rates and Billing

Feature	Description	Base Rate
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Product Description

Programming Support; Hosting Support; Consultation	First-line support, hardware installation and maintenance, troubleshooting, etc. Consultation and coordination with DET and DTS for product support, upgrades, revisions, and other areas where required.	See DTS RATES as approved for fiscal year
Related DTS Services	Services and products as specified by agency.	See DTS RATES as approved for fiscal year

Ordering and Provisioning

- Division director or representative will contact DTS/Commerce with request for services.
- Full scope of the project is identified and agreed upon via series of interactive meetings and agreed upon work plan.
- Troubleshooting and help desk services are user initiated through DTS' incident management software program either online or by calling the Service Desk number associated with your agency.

DTS Responsibilities

- Assist Department of Commerce Application Administrators with experience and expertise in defining requirements for enhancements and legislative changes. Raise issues to Department of Commerce when decisions need to be made related to how a change should be implemented from a business perspective.
- Assist to define technical requirements for enhancement requests and legislative changes.
- Provide scheduled version upgrades.
- Monitor and implement patches, ensure compliance to licensing requirements for web tools and creative software, monitor and ensure application performance and server tuning, and monitor and ensure proper allocation of memory and storage requirements.
- Maintain current security levels and apply appropriate patch maintenance. Monitor application for appropriate level of security.

Agency Responsibilities

- Define business requirements for changes being requested in the web site and applications. Includes design of site and applications with desired features and functions.
- Division to provide knowledgeable staff to create and maintain the technical information and content material presented on the site.
- Perform Acceptance Testing of each site and application release, paying particular attention to bug fixes and requested enhancements that have been assigned to the build.
- Evaluate quality of each application and site release and give final approval to deploy the release.
- Train Department of Commerce users (staff and customers) as necessary for deployments of site and application releases and upgrades.
- Create and distribute release notes to inform users of changes in upcoming releases and modifications.



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Product Description

- Complete assignments and respond to requests in a timely manner.
- Create, understand, and adhere to the agreed upon business plan.

DTS Service Levels and Metrics

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Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Web sites and web enable applications	98.5%. Application will be supported during normal business hours, Monday – Friday 8:00 a.m. to 5:00 p.m. Networking and hosting will be supported 24 X 7 X 365.

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by

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agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied